

FEB 04 2011

CL-10382315-2686

Jackson TN

Jan 10, 2011

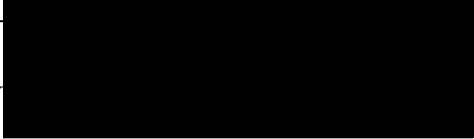
Dear Spokeperson,

This letter is in regard to several recent recalls on ~~SOME~~ of your Ford Windstar vans, (mine included), (1998 Ford Windstar Van)

I recently recieved this recall to bring to my local Ford dealer. (Copies of letter and my local Ford inspection and repairs are included.)

Apprentely, they say they took care of the problem #1, "Rear Axle Inspection." I have had problems with "jerking" wearing out the inside of my tires, and seems "tight".

I've kept my van maintained ~~on time~~ and had good service from my vehicle. I guess my question is, if I'm not satisfied with the inspection, may I get it "checked" out again?

Sincerely,


NH
2-10-11
Dw

Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121



10/20/10

9:45

Appt.

Wed. Morning

October 2010



56251/000119302/000000457



JACKSON, TN

1998 Windstar

Vehicle ID #: 2FMZA5143WB

Recall #
10S13

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, the rear axle could potentially fracture when operated in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. If the rear axle should completely fracture, vehicle handling may be affected which could increase the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to inspect the rear axle of your vehicle for cracks or perforations free of charge (parts and labor).

If the axle passes inspection, additional corrosion protection will be applied to the axle before returning the vehicle to you. You will be notified by Ford Motor Company via mail as soon as parts are available to complete the final repair on your vehicle. Parts to reinforce axles are expected to be available in the 4th quarter of 2010.

If the axle does not pass inspection, a rental vehicle will be provided until a remedy is available. Additional axles are expected to be available in the 1st quarter of 2011. At our discretion, Ford may choose to extend an offer to repurchase vehicles with cracked or perforated axles in lieu of replacing the axle.

We apologize for any inconvenience these part shortages may cause you. We are closely working with our suppliers to accelerate part availability.

How long will it take?

The time needed to inspect the rear axle is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 10S13. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Do you need a rental vehicle?

If your vehicle does not pass inspection, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to a cracked or perforated rear axle. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist
you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:
www.Fordowner.com

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov.

Thank you for your attention to this important matter.

Ford Customer Service Division

Golden Circle Ford - Hwy 45
664-0873 By-Pass

Service Dept.

8:00-7:00
AM - PM.



1432 Highway 45 ByPass - Jackson, TN 38305-2710

(731) 664-0873 - West TN: (800) 451-4415

Fax: (731) 664-5792 - www.goldencircle.com

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m.

Monday - Friday

8:00 a.m. - 4:00 p.m. Saturday

R/O Open Date	R/O Number
10/20/10	1616390/1
R/O Close Date	Status
10/20/10	Pre-Invoice
Mileage In	Mileage Out
138716	138716
Service Advisor / Tag #	
MIKE SHEFFIELD/619	
Vehicle Identification Number	
2FMZA5143WB	

JACKSON, TN

Work Phone

Home Phone

Delivery Date

In-Service Date

Year	Make	Model	Body
1998	FORD	WINDSTAR WAGO	120.7" WB GL

Color

License Number

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - S30: LIGHT REPAIR

RECALL 10S13 REAR AXLE INSPECTION

Corrected by 10S13J:

Work performed by BLAKE BUTLER (99)

Installed PM 13 A :SEALER

CLEANED AND INSPECTED REAR AXLE, NO CRACKS OR PERFORATIONS FOUND, ADDED ANTI CORROSION MATERIAL .50HRS

Qty: 1

Warranty
Warranty

#2 * S12: GROUP 2

09S09 RECALL SPEED MODIFICATION

Corrected by 09S09B: INSTALL JUMPER HARNESS

Work performed by BLAKE BUTLER (99)

Installed 8W7Z 14A411 C :WIRE ASY

PERF. 09S09 RECALL

.20HRS

Qty: 1

Warranty
Warranty

#3 * S12: GROUP 2

PERFORM RECALL 01S19 PROTECTIVE SPRING SHIELDS

Work performed by BLAKE BUTLER (99)

Unrealized 1F2Z 5304 AB :KIT

PARTS ORDERE

Internal
Internal

* Do you have the NEW OWNER ADVANTAGE REWARDS CARD?...ASK *
* FOR YOURS TODAY! *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Passed Rear Axle Inspection – No Crack or Perforation Customer Information Sheet

Ford Motor Company is voluntarily recalling certain 1998-2003 model year Windstar vehicles produced between September 1, 1997 and February 28, 2003. Your dealer has completed an inspection of the rear axle and has not found any cracks or perforations. Additional corrosion protection has been applied to the axle beam.

Parts for the permanent repair are not currently available. We apologize for any inconvenience this part shortage may cause you. We are closely working with our suppliers to accelerate part availability. You will be notified by Ford Motor Company via mail as soon as parts are available to complete the repair on your vehicle. When notified, you will need to contact your dealer and schedule a service appointment to have the final repair performed on your vehicle as soon as possible.

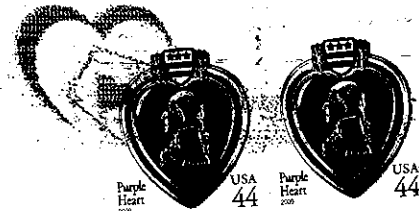
Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite resolution.

Sincerely,

Ford Motor Company
Ford Customer Service Division

MEMPHIS TN 381

26 JAN 2011 PM 2 L



Jackson TN

Administrator
National Highway Traffic Safety Admins,
1200 NEW JERSEY AVE. S.E.,
Washington DC 20590